



Army SPS Support Team

Presented by: Martha Small

2 May 2000

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ECOM Bottom Line: THE SOLDIER



Purpose

**To Give the Army SPS User
Community
a Clear Understanding of the SPS
Support Mission at Fort Lee,
Virginia.**



Mission Statement

- **To Provide Prompt, Quality Assistance to SPS Users Around the World.**
- **To Assist the Army Component Management Office (CMO) in Ensuring That SPS, As the Army Acquisition Tool, Continues to Grow Toward the Functionality Required by Our Users in the Field.**



SPS User Assistance

- ❑ **Provide Technical Support to the User Community**
- ❑ **Be Secondary Support for the SPS Suite**
- ❑ **Provide COGNOS and Other Training**
- ❑ **Army Response Team**



CMO Support

▮ Ensure Product Success

- ▮ Testing Coordination

▮ Plan for Future

- ▮ Joint Requirements Board

- ▮ Technical Requirements Board

▮ Ensure Information Flow

- ▮ Maintain Army SPS Web Site

- ▮ Conferences

▮ Other CMO Support

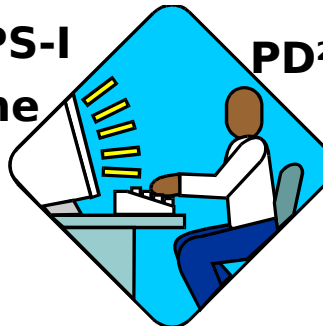
- ▮ Ad hoc requests



Help Flow



SPS-I
Acquiline



PD²

SPS Help Line

1-800-234-7453

How Do I?

How Do I?

Terminal Server

SYBASE

Windows NT

Unix

MS Office

ART Team



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DSN 687-1051 Comm 1-804-734-



Recap

- **SPS Help Line is Your First Line of Defense for SPS Software Issues**
- **Fort Lee Help Desk**
 - **Terminal Server, Windows, Windows NT, Unix, MS Office, SYBASE**
 - **Army Response Team Support**



Who do I call?

- **SPS Help Line at 1-800-234-7453**
- **Fort Lee Help Desk at DSN 687-1051**
Commercial (804) 734-1051



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